Important things to know about selecting your PCP

A primary care provider (PCP) is your health guide—someone who can help coordinate your care and support you in achieving your best health.

Your PCP:

- Must be a general practice, family practice, pediatrician or internal medicine provider*
- Must be an individual provider, not a medical practice**
- Must be accepting new patients (if you are not a current patient)
- Must be located in a town or city near where you (the subscriber) live or work
- Can be selected for the entire family or each covered member can select their own

A PCP is the doctor who knows you best—who understands your health history and health goals. They're who you turn to first—for everything from routine care to prescriptions and more.

And, since most PCPs offer virtual visits for primary care, you can choose to see them in person or from home.

So, whether or not your plan requires you to have a PCP, it's a good idea to choose one.

See reverse side for instructions on how to select a PCP.

Follow these steps to choose your PCP

1. Go to **myuhc.com®** (you don't need to sign in). Click **Find a Provider > Employer and Individual > Medical**. Then type in your ZIP code and click **Select**.

2. Find and select your plan name. Then click **Primary Care.**

   Not sure which plan name to look for? Check your open enrollment materials or ask your employer.

*Some states allow you to choose a specialist, like an OB/GYN, as your PCP. Contact your employer for more information.

**Some health plans may allow you to choose a medical group rather than a doctor as your PCP.

continued

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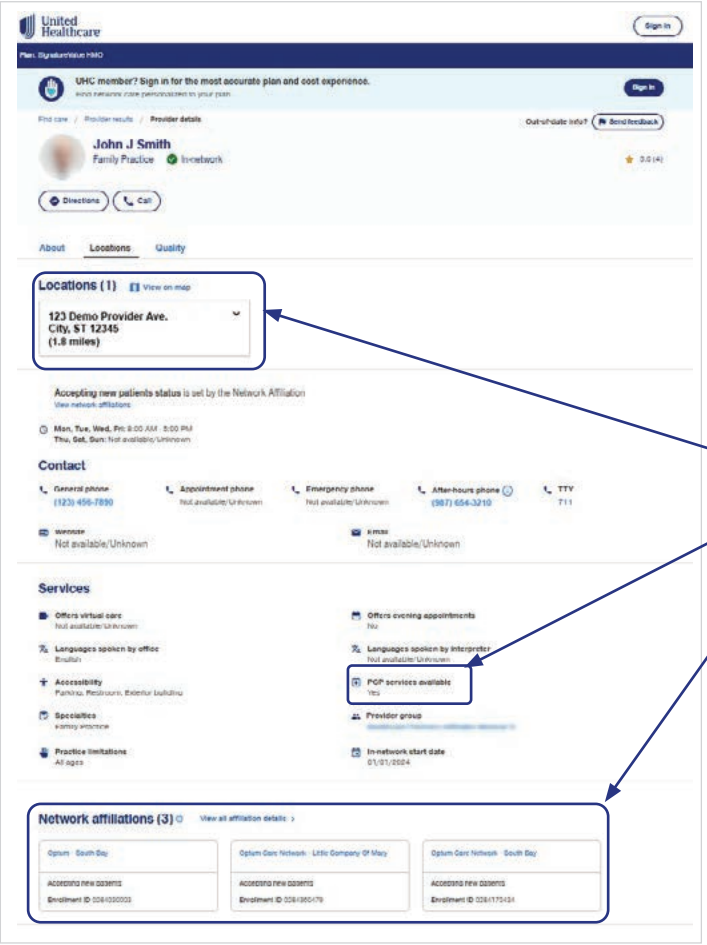

You may pay less if you see providers with these designations:

- **UnitedHealth Premium® Care Physicians**
  Providers in the UnitedHealth Premium program meet certain quality care criteria, including safe, timely, effective and efficient care.
- **Tier 1 providers**
  As part of some health plans, you may pay less when you see Tier 1 doctors and specialists.

3 Scroll through the search results, and once you have made your selection, click on the provider's name. Select **Locations** and choose the address convenient for you. The **Enrollment ID is found under Network Affiliations**. Select **Copy** or write it down – you'll need it when you enroll.

Note: If your selected PCP is associated with multiple locations or network affiliations, be sure to view affiliation details and choose the correct **Enrollment ID**.

Accessing quality care is personalized with Smart Choice

Choosing your PCP is the first step in the process to help manage your health. Be sure to leverage our Smart Choice provider search tool for all other care needs. Smart Choice helps you find cost-effective, quality providers who meet your personal preferences. To get started, sign in on **UnitedHealthcare® app** or **myuhc.com**. Then, select Find Care and use Smart Choice search results to look for quality providers who may help you save money.

Questions?

For enrollment support, help is always available. Scan the code or sign in on the **UnitedHealthcare app** or at **myuhc.com**.

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This Guide is intended for individuals selecting a new plan (or) in open enrollment. Active members should log in to **myuhc.com** for assistance.

Certain preventive care items and services, including immunizations, are provided as specified by applicable law, including the Patient Protection and Affordable Care Act (ACA), with no cost-sharing to you. These services may be based on your age and other health factors. Other routine services may be covered under your plan, and some plans may require copayments, coinsurance or deductibles for these benefits. Always review your benefit plan documents to determine your specific coverage details.

UnitedHealth Premium® is proprietary to UnitedHealthcare. UnitedHealth Premium evaluates physicians based on safe, timely, effective and efficient quality care criteria to help members make more informed choices for their health care. **It's intended only as a guide and should not be the sole factor considered when selecting a physician. Designations have a risk of error and members should discuss designations with a physician before choosing one. If a member already has a physician, they should also consult with them for advice on selecting other physicians.** The fact that a physician does not have a Premium Care Physician designation does not mean that the physician does not provide quality health care services. All physicians in the UnitedHealthcare network have met certain minimum credentialing requirements (separate from the UnitedHealth Premium criteria). Please visit the medical care directory specific to the member's benefit plan for physician designations and detailed information about UnitedHealth Premium and the evaluation methodology.

Virtual primary care are services available with a provider via video, chat, email, or audio-only where permitted under state law. Virtual primary care services are only available if the provider is licensed in the state that the member is located at the time of the appointment. Virtual primary care is not intended to address emergency or life-threatening medical conditions and should not be used in those circumstances. Services may not be available at all times, or in all locations, or for all members. Certain prescriptions may not be available, and other restrictions may apply.

Where available, members can access a cost estimate online or on the mobile app. None of the cost estimates are intended to be a guarantee of your costs or benefits. Your actual costs may vary. Please refer to the Website or Mobile application terms of use under Benefits & Cost to access a cost estimate, and under Find Care to search for care. Level Funded and Neighborhood Health Partnership members can access average cost data online or on the mobile app. None of the average costs are intended to be a guarantee of your costs or benefits. Your actual costs may vary. Please refer to the Website or Mobile application terms of use under Benefits & Cost to access average cost data, and under Find Care to search for care.

Tier 1 providers may be subject to change, visit myuhc.com® for the most current information or call the number on your health plan ID card.

The UnitedHealthcare® app is available for download for iPhone® or Android®. iPhone is a registered trademark of Apple, Inc. Android is a registered trademark of Google LLC.

Smart Choice is proprietary to UnitedHealthcare designed to provide members with greater personalization and choice with respect to the provider search experience that considers member preferences quality care, costs, accessibility and convenience. Smart Choice is intended as a guide when selecting care. Smart Choice may rely on personal data. We do not endorse any particular provider or guarantee quality. Scores are generated using artificial intelligence (AI). The AI may not always be error-free and could include incomplete or inaccurate information. Judgement should be used when selecting care.

Health plan coverage provided by or through UnitedHealthcare Insurance Company, UHC of California and UnitedHealthcare Benefits Plan of California. Administrative services provided by United Health Care Services, Inc., OptumRx or OptumHealth Care Solutions, Inc. Behavioral health products are provided by U.S. Behavioral Health Plan, California (USBHPC).

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